



ACCENTURE CIO SERVICENOW

VIDEO TRANSCRIPT

Hello, and welcome to our digital future. At Accenture, we use digital technologies to transform the capabilities and success of our clients.

We use the same approaches to advance the way we run our business as well, often going first to prove readiness and scale. But everything is changing...

In fact, my role as CIO is now much more that of a Chief Experience Officer—with the services and outcomes I am responsible for going way beyond classic technology service delivery.

The modern worker, employee or citizen demands and expects increasingly unified experiences.

These experiences must engage our people as people. Inside Accenture, our employees are now able to access all of Accenture's service management tools through a single, fully integrated portal.

We call this new approach Accenture Support, and it eliminates the guessing game of which site to visit for help for what purpose..

Instead of searching here, there and everywhere to answer questions or solve problems, ... they now go to a single location where everything they need is accessible in a clear, user-friendly way.

How did we create Accenture Support? By thinking about the employee experience first and foremost, and then designing for outcomes.

A key part of this was expanding our use of the powerful capabilities on the ServiceNow platform.

The benefits for our business are meaningful as well. And we are not done. Accenture is charting a course forward for using even more ServiceNow features in the near future.

So let us know if you want a preview of the ways in which corporations will interact with their employees. We would be happy to give you a look at tomorrow...today.

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